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**Customer Service**

<b>No.</b>	<b>Goals</b>	<b>No.</b>	<b>Performance Expectations and Metrics</b>
1	Maintain an active and effective customer service training program.	1.1	Annually, provide each staff with customer service training.
		1.2	Discuss customer service issues as appropriate during weekly staff priority meetings.
2	Maintain a system to solicit public input on program effectiveness.	2.1	Continue to assist the public at the front counter and receive feedback on program effectiveness.
		2.2	Maintain contact information and ability to send emails on the District website.
		2.3	Respond to all comments within 2 business days of receipt.
3	Facilitate staff communication and program coordination for improved customer service	3.1	Hold weekly priority meetings.
		3.2	Hold regular, scheduled program area meetings.
		3.3	Convene annual staff development day.

## FY 2010-11 Butte County Air Quality Management District Goals and Performance Expectations

### Permitting/Registration

No.	Goals	No.	Performance Expectations and Metrics
1	Review District program on an annual basis for compliance with new State and Federal requirements	1.1	Conduct permit system review by December 1st of each year and propose regulatory or procedural amendments as required and/ or appropriate.
2	Ensure permit applications are processed timely and in compliance with Federal, State and local requirements.	2.1	Determine application completeness within 30 days of receipt for all applications.
		2.2	Issue 90% of regular non-NSR permits within 10 days of receiving a complete application.
		2.3	Issue all expedited permits within 24 hours of receiving a complete application.
		2.4	Ensure all new sources of toxic air contaminants near schools are evaluated for health risks and applicable public notification procedures are followed prior to issuing authority to construct permits.
3	Implement the accepted recommendations from 2005 CARB Audit Action Plan related to permitting and registration.	3.1	Update Section 6 of the District's Administrative Code to by December 31, 2010 to incorporate acceptable recommended changes to permit application and issuance processes.
		3.2	By December 31, 2010, amend rules in Regulation IV, <i>Permitting</i> to define emission limits for sources of minor significance and evaluate Best Available Control Technology applicability.
4	Implement measures to increase efficiency and cost effectiveness	4.1	Develop more automated permit issuance procedure by re-structuring permit conditions, developing a permit "certificate" page, and using database or merge systems to print permits.
5	Implement a tracking system to track key program parameters.	5.1	In 2010, develop overview of system needs and review existing data source for integration into tracking system.
6	Implement SB-700 provisions for the permitting of agricultural sources.	6.1	Continue to evaluate new and existing agricultural sources to determine if emissions meet or exceed permit thresholds.

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**Permitting/Registration**

<b>No.</b>	<b>Goals</b>	<b>No.</b>	<b>Performance Expectations and Metrics</b>
7	Implement the District portable equipment registration program.	7.1	Ensure registration renewals are processed on the 1 <sup>st</sup> of the month the certificate expires.
		7.2	Track low-use and emergency registrations to ensure compliance with hours limitations
8	Implement the District agricultural engine registration and ATCM program.	8.1	Issue new registrations within 90 days of receipt.
		8.2	Review, evaluate, and streamline renewal process for 2012 renewal cycle.
9	Maintain an Emissions Reduction Credit (ERCs) Banking tracking program to allow quick reference to status of ERCs.	9.1	Prepare quarterly summaries of ERC Banking transactions.
		9.2	In 2010, develop link and post ERC forms and current registry on District Website

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### Toxics

No.	Goals	No.	Performance Expectations and Metrics
1	Implement the AB 2588 Air Toxics "Hot Spots" Information and Assessment Act, including the emission inventory, health risk assessment, and public notification and risk reduction provisions, in accord with the timelines established by State law.	1.1	Maintain information available for the public regarding sources of toxic air contaminants in the District (see 4.2 below).
		1.2	Publish annual AB 2588 report and present at the September Board meeting.
		1.3	Implement applicable public notification procedures prior to issuing authority to construct permits, pursuant to HSC 42301.6.
		1.4	Annual update toxic emission inventory for sources with greater than 10 tpy criteria pollutant emissions.
		1.5	Evaluate health risk for new or modified sources of toxic air emissions at the time of permit issuance.
2	Review and coordinate implementation of new CARB naturally occurring asbestos regulations.	2.1	Process asbestos plans within 30 days of receipt.
		2.2	Provide affected land use planning agencies and public works agencies maps showing the location of naturally occurring asbestos.
3	Implement State and federal toxic standards.	3.1	Review in coordination with CAPCOA and other air districts selected State ATCMs and Federal MACT/NESHAPs standards.
4	Implement AB2588 recommendations from 2005 CARB audit as identified in the audit Action Plan.	4.1	Send annual report with facility list to CARB by October 1 <sup>st</sup> each year.
		4.2	Post annual report with facility list on District website by October 1 <sup>st</sup> each year.

**FY 2010-11 Butte County Air Quality Management District Goals and Performance Expectations**

**Open Burning**

<b>No.</b>	<b>Goals</b>	<b>No.</b>	<b>Performance Expectations and Metrics</b>
1	Maintain active solicitation of agricultural community input concerning efficient and cost effective implementation of the State mandated agricultural burning program.	1.1	Conduct quarterly Agricultural Liaison Committee meetings, summarizing and discussing the status of the State mandates and burn programs.
2	Review District program on an annual basis seeking continuous improvement in efficiency and cost effectiveness.	2.1	Conduct annual burn program review by December 31, 2010, summarizing the salient information, including, but not limited to acres burned, burn days, problems encountered and corrective actions.
3	Implement recommendations from 2005 CARB audit as identified in the audit Action Plan to amend open burning regulations to include performance standards for land clearing and fire hazard reduction burning.	3.1	If approved by the Board, re-codify and amend District Rule 300 Open Burning Requirements, Prohibitions, and Exemptions and include performance standards required to reduce the amount of smoke generated from residential and fire hazard reduction burning.
		3.2	If approved by the Board, submit performance standards identified in amended Rule 300 to CARB for approval as required by HSC 41804(c).
4	Coordinate residential open burning requirements with Butte County Fire and the municipalities	4.1	Include performance standards in Rule 300 that mirror standards and requirements imposed by Butte County Fire and the City of Chico.
5	Implement the Sacramento Valley Smoke Management Plan (SMP) based on sound science.	5.1	Actively participate in the annual SMP review/update, including soliciting input from the local agricultural community.

**FY 2010-11 Butte County Air Quality Management District Goals and Performance Expectations**

**Open Burning**

<b>No.</b>	<b>Goals</b>	<b>No.</b>	<b>Performance Expectations and Metrics</b>
6	Maintain active communication of the agricultural burning regulations with the regulated community.	6.1	Conduct annual rice straw burning registration program by August 13, 2010.
		6.2	Review and update public information on the agricultural burn program, by August 31, 2010.
		6.3	Update agricultural burn program information on the District web page as needed.
		6.4	Update daily District burn day status.
7	Actively communicate residential burning regulations to the regulated community.	7.1	Review and update public informational brochures on the residential burn program requirements by November 1, 2010.
		7.2	Generate public informational brochures on residential open burning requirements in Spanish and distribute to the public by November 1, 2010.
		7.3	Update the residential burn information on the District web page as needed.
		7.4	Daily update the residential burn day status.
		7.5	Regular attendance at Butte County Fire Safe Council meetings.
8	Assist implementing alternatives to open burning of residential vegetative wastes.	8.1	Identify and encourage viable alternatives to open burning.
		8.2	Identify grant opportunities to implement the alternatives, including but not limited to, the existing Chipper Program and green waste collection programs. Propose assistance from the Special Clean Air Grant Program, if funding is available.
		8.3	Work with the various stakeholders, including but not limited to the Fire Safe Council, to implement the alternatives and grant opportunities.
9.	Develop GIS software to improve the rice field allocation process and reduce staffing resources needed to implement the agricultural open burning program	9.1	Work with independent contractor to upgrade EnviroAir to include GIS functionality by October 1, 2010

**FY 2010-11 Butte County Air Quality Management District Goals and Performance Expectations**

**Compliance**

<b>No.</b>	<b>Goals</b>	<b>No.</b>	<b>Performance Expectations and Metrics</b>
1	Ensure frequent inspections of permitted stationary sources.	1.1	Complete annual inspections at 25% of the permitted stationary sources.
		1.2	Develop database for tracking inspection frequency at stationary sources,
2	Implement the State Portable Equipment Registration Program	2.1	Perform PERP registration home district inspections for each unit at least once every three years.
		2.2	By March 31 <sup>st</sup> each year, provide annual report to CARB per PERP Regulation, Section 2458(i)
		2.3	Inspect all home district new and renewal registrations within 45 days of notification by the owner
3	Implement Agricultural Engine Registration program	3.1	Inspect all engines that applied for and received a low use compliance exemption by December 31, 2010.
		3.2	Inspect all other engines that are located within ½ mile from the nearest off-property receptor by May 31, 2012.
		3.3	Inspect at least 50% of Exempt engines by June 30, 2013 except for drought engines kept in storage.
		3.4	Implement a tracking system so that the status and location of each registered engine be readily determined. GIS technology will be used if sufficiently developed.
4	Provide compliance assistance to businesses and the regulated community related to new and existing air quality regulations	4.1	Develop and distribute informational brochures, Fact Sheets, and other materials that help businesses and the public comply with air quality regulations.

**FY 2010-11 Butte County Air Quality Management District Goals and Performance Expectations**

**Enforcement**

<b>No.</b>	<b>Goals</b>	<b>No.</b>	<b>Performance Expectations and Metrics</b>
1	Respond in a timely manner to citizen complaints.	1.1	Investigate complaints within 24 hours of receipt.
		1.2	Follow-up with complainant within 24 hours of the investigation.
2	Take appropriate enforcement in response to violations.	2.1	Issue appropriate enforcement notices in the field.
3	Maintain an active, effective and fair enforcement and civil settlement program providing sufficient incentives for compliance.	3.1	Implement recommendations from 2005 CARB audit as identified in the audit Action Plan.
		3.2	By December 31, 2010, implement and maintain a tracking system for key enforcement program parameters. GIS technology will be used if sufficiently developed.
4	Ensure enforcement actions are processed in a timely manner.	4.1	Issue settlement offers within 60 days of the notice date.
		4.2	Evaluate cases for prosecution which cannot be settled through the civil penalty program within 90 days of the notice date.
		4.3	Implement a notice tracking system so that the status of each case can be readily determined. GIS technology will be used if sufficiently developed.
5	Liaison with other enforcement agencies and the local District Attorney as appropriate.	5.1	Particulate in quarterly CAPCOA Enforcement Managers meetings
		5.2	Evaluate each enforcement action for potential for multi-media impacts and coordinate enforcement actions as appropriate with the responsible agencies and the District Attorney.